

W-04106A-13-0266

ORIGINAL



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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: 2013 SEP 10 A 10:18

Fax:

Priority: Respond Within Five Days

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

Opinion **No.** 2013 - 112327

Date: 8/19/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: **First:** Randy **Last:** Howells

Arizona Corporation Commission

Account Name: Randy Howells

Home: (000) 000-0000

Street: email address

Work:

SEP 10 2013

City: Cibola

CBR:

State: AZ Zip: 80000

is: E-Mail

DOCKETED BY

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Utility Company: Cibola Mutual Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Docket No. W-04106A-13-0266

Please don't take any of this the wrong way. We are all very great full and appreciative to have running water in this town.

But we were promised the high prices that we are now paying, because of start up cost, and so forth, would go down over time.

Not up 34% within the first 2 ½ to 3 years of operation. A lot of people in this town are retired and on a fixed income.

It's hard to imagine with the Colorado River as our source of water, is just 2 miles down the road, and that this water would cost so much.

My thoughts are as follows:

- 1) What can we do to fix this without raising the cost to the customer?
- 2) 34% seems like a very large increase.
- 3) We should think about seeking an outside or independent audit to help evaluate necessary operating costs.
- 4) We should look at decreasing or consolidating operation costs instead of increasing revenue.(Such as maybe a qualified one person operation, working with our volunteered board members)
- 5) Raising the base rate and usage fees may cause more customers to opt out especially those with their own wells.
- 6) Maybe we could think about merging with another water district within close proximity to help with administration,billing and operation costs.
- 7) And we might want to rethink about spending money on a solar project when we can't even make our present budget

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Thanks for listening concerned customer
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/09
Emailed to the Phoenix ACC office for docketing.
FILE CLOSED.
End of Comments

Date Completed: 9/9/2013

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